



# INTEGRATIVE INQUIRY SESSION OUTLINE

## MB2M Courageous Dialogue Training Part 1

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### Overview & Session Context

This is the first part of a courageous dialogue training to help MB2M staff and volunteers feel more comfortable navigating difficult conversations as they arise.

COMMUNICATION-CONFLICT

### Time

2.5 hours

### Participant Demographics

12-15 participants made up of staff, interns, volunteers and (potentially) youth council. Demographics: 80% white, more than 60% identify male. Ages 18-60s. Group may not know each other very well.

### Materials Needed

- Ppt
- Participant Guide

### Session Objectives

- Participants will learn about views of difference and how tolerant we are of others.
- Participants will be able to define psychological safety and how to increase it in a group.
- Participants will reflect on their own values and be able to distinguish between feelings, needs, and strategies.

### Kirkpatrick Level

3: Behavioral Change

### Pre-work

Have participants arrive having filled out a reflective worksheet and select one or more of the following readings/videos:

[The Psychology of Moral Conviction](#)

[Challenges of Refugee Resettlement: Policy and Psychological Factors](#)

[Immigrants in Maine Fact Sheet](#)

[Immigrants in New Hampshire Fact Sheet](#)

### Post-work/Application

Bring a situation they would like to discuss for the next session.

## SESSION AGENDA

TIME	DESCRIPTION	MIN	FACILITATOR
9:00-9:20	Intro- welcome back. Going to start with a breakout to share the story of your name. (First, last, middle, nickname) **Remind them- participant materials pull up or print out. Reminder of group norms	[10 min]	Kate & Claudette
	Reflection: Please add to the chat- what has come up for you since the last session? Reminder, we discussed: <ul style="list-style-type: none"> <li>- Power, where it comes from, how we build it, and how we use it</li> <li>- Growth mindset and how to hold an optimistic view of others' ability to change.</li> <li>- The Bennet Model of Intercultural Sensitivity.</li> </ul> Where did people think they were? Why?	[10 min]	Claudette
9:20-9:45	Views of Difference. How tolerant we are of others. Preferences, normative customs, moral convictions  Moral Convictions are: <ul style="list-style-type: none"> <li>- Universal (for everyone)</li> <li>- Objective (self evident)</li> <li>- Autonomous (override convention or social pressure)</li> </ul> They increase intolerance, support vigilantism, defy authority, and decrease ability to compromise.  Elements of Culture. Surface level is much easier to keep as a preference (live and let live). The deeper we go the more we run into moral convictions, a place where people stop being willing to engage.	[15 min]	Kate
	Write into chat: what words come to mind when you think of conflict?  Look at the list. Then ask: What do you notice about these words? (look for patterns or common themes).  We want to define conflict differently. Conflict is a disagreement or lack of alignment in thought, belief, or values. When we think about it like this, conflict is not good or bad. It is simply natural. Of course any two people will disagree at some point.	[10 min]	Claudette

	However, how we respond to a communicate in conflict is where we get into trouble.		
9:45-10:15	<p>So how do we navigate conflict in healthy and productive ways. We start by considering the psychological safety of the group in question.</p> <p>Who is familiar with this term? Anyone able to define it? Psych safety- amy edmonson describes as a feeling or belief that a group is safe for "interpersonal risk taking"- for naming mistakes, calling people in, putting yourself out there and expressing vulnerability.</p> <p>Everyone feels this differently. No two people feel the same way.</p>	[5 min]	Kate
	<p>Think about a time when you've felt less safe. What does it feel like? (collect responses). Now what about more safe?</p> <p>How do we recognize it in others? How might we recognize a lack of safety in the room? What about signs of safety?</p> <p>We have three physiological responses to high levels of emotion, stress and conflict: Fight, Flight, Freeze. Who can define these? What do they look like?</p> <p>There's a key difference between these: Fight shows signs of hope (I might win). Other's don't have hope in overcoming. We need to be aware that people in heightened states are reacting vs. intentionally responding.</p>	[15 min]	Kate
	<p>How do we do foster psych safety? (get ideas from group while Kate takes notes). We have the following recommendations, which you've already seen us facilitate!</p> <p><b>TIPS &amp; TOOLS FOR FOSTERING PSYCHOLOGICAL SAFETY</b></p> <ul style="list-style-type: none"> <li>• Normalize Difficult Dialogues (the more you do it the better you get at it)</li> <li>• Create Shared Language to Call Each Other <b>In</b> (group commitments like oops snaps, feedback space)</li> <li>• Consider Space, Time, &amp; Platform for Dialogue (when you are holding conversations, having check ins to build trust)</li> <li>• Consider Who is in the Room (understand the demographics better of who will be in the conversation)</li> </ul>	[10 min]	Claudette

	<ul style="list-style-type: none"> <li>Model Vulnerability (acknowledge mistakes - bring up feedback from a previous session about opportunity to learn).</li> </ul>		
	PollEv: How safe do you feel now? How might we make you feel safer?	[5 min]	Kate
10:15-10:30	<b>Break</b>	[15 min]	
10:30-10:45	<p>Breakout- Using your values exercise we want you to create 5 group values that the whole group can agree on. [10 min]</p> <p>Debrief [5 min]  How did that process go? Did you find it easy or challenging? Did it feel fair and equal? Were some voices louder than others? Who took charge of the process?</p>	[15 min]	Kate & Claudette
10:45-11:15	<p>When we listen to others in dialogue, we need to be able to differentiate between 3 concepts:  Feelings Needs and Strategies</p>	[15 min]	Kate
	Breakout: Practice identifying feelings, needs, and strategies	[15 min]	Kate
11:15-11:30	Debrief exercise. Final takeaways from session.	[10 min]	Kate & Claudette
	Where we are going. Heading to structuring the actual dialogue.	[5 min]	Kate & Claudette